

EXHIBIT 12

Human Resources

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CHARLES J ROBINSON

6 BOWDOIN SQ, BOSTON, MA 02114

Contact #: (617)570-9381

Career Objective

My career objective is to be involved with the latest technologies and to be familiar with as many different disciplines as possible within Bell Atlantic.

Objective Steps

I have always been involved with the latest technologies i.e. Broadband,ADSL

Supervisory Experience

Supervised a maximum of: 15 associates or similar positions

Direct Subordinates: 15 Indirect Subordinates: 0

Current Work Experience

Current Job Title: TEAM LEADER

Company/Department: VERIZON SERVICES GROUP/NTWK INTER MARKETS

Dates From: 4/2000 To:Pres

Current Supervisor: Henry Pilat
Supervisor Phone: 617-570-9381

Responsibilities

My responsibilities are as follows: Supervise 15 reps,single point of contact for a major ciec, Covad. Dispatch work to all the reps in the NMC,perform qualities on my team and ensure the best product for our customers.

Accomplishments

As a member of the NMC I helped Verizon enter the long distance market in Mass. by meeting key objectives.

Technical Skills and Systems Knowledge
Trained in DCAS,LSRM,SOP,LFACS,TIRKS,Livewire

Previous Work Experience

Job Title: Specialist

Company/Department: Verizon/Network Inter. Markets

Dates From: 11/1994 To:04/2000

Responsibilities

My primary responsibility was to represent Facilities Management in the north on various new unbundled product teams to identify Outside Plant Engineering issues. I also participated on the attestation team for the 271 fling by acting as a SME to provide direction and methods when required. I also contributed to writing the ADSL guidelines for OSP Engineers and was on the team that developed the overall process for providing ADSL to the CLECs

Accomplishments

I provided all of the infrastructure for the KPMG Attestation in New York that resulted in a favorable finding by KPMG for BA's entrance into long distance. The Attestation Infrastructure & Provisioning team was selected as a Leader in Excellence Champion.

Technical Skills and Systems Knowledge

Hands on technical expert as well as extensive training in telecommunications engineering and construction. Chaired and participated on various large teams related to the infrastructure defect reduction experts, including copper cable rehabilitation and bonding and grounding, extensive knowledge of latest fiber optic digital technologies (i.e. Litespan, SDN & GR303 etc.) and services (i.e. ADSL, LTS, and ISDN) as well as the embedded infrastructure. Possess superior leadership, decision making and computer skills. Strong organizational and analytical skills and was rated VE in the core competencies. Strong working knowledge LEAD, LAD, and LFACS

Job Title: Loop Technology Planner/FAP Engineer

Company/Department: NET/Network Integrated Planning

Dates From: 02/1988 To:10/1994

Responsibilities

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Accomplishments

Exceeded objectives and successfully reduced the code 4 rate by identifying and monitoring a rehabilitation program in excess of 8 million dollars. Received the Chairman's Award for REDI-SERV 10/92. Nominated for the Chairman's Award in 1993 for the FAP Process Team

Technical Skills and Systems Knowledge

Strong organizational and analytical skills and was rated very effective in the core competencies. Strong working Knowledge of LEAD and LAD

Job Title: Outside Plant Supervisor

Company/Department: NET/Customer Services

Dates From: 09/1985 To: 02/1988

Responsibilities

Responsible for the construction and maintenance of the Digital Network in the Boston Area. This included supervising crews in the installation and maintenance of the latest fiber technologies as well as the embedded copperbase.

Accomplishments

Exceeded objectives and recognized as a SME. Participated on corporate committees to establish processes to reduce installation times of the digital network to meet customer demands.

Technical Skills and Systems Knowledge

Strong hands on technical training on all aspects of the digital network and also was rated very effective in the core competencies.

Education

School : Northeastern University

City: Boston

State: Ma

Country: US

Degree: None

Equivalent Work Experience or Other Relevant Training

I have 31yrs 6 months in the telecommunications industry and am well versed in the policies and products of Bell Atlantic. I have extensive on the job training. Refer to training track for specifics

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